

Ref. No.CDACB/RD19/0037
Date: 20.08.2019

NOTICE INVITING E-TENDER (NIT)

C-DAC Bangalore, a Scientific Society under Ministry of Electronics and Information Technology, Govt. of India, invites electronic bids in **two bid system** from ISPs, for Supply, Installation, Commissioning and Maintenance of Internet Link of 32 Mbps at C-DAC, Electronics City, Bangalore, 8 Mbps at ICERT Delhi and 8 Mbps Intranet link from C-DAC Bangalore to ICERT Delhi, for 1 year. The requirement is listed in table below and the specifications are provided separately in Annexure I.

S.No.	Item Description	Quantity
1	Supply, Installation, Commissioning and Maintenance of : 32 Mbps Internet Leased Line(1:1) for 1 year at CDAC Bangalore 8 Mbps Internet Leased line(1:1) for 1 year at ICERT Delhi and 8 Mbps P2P Intranet Leased line(1:1) for 1 year from C-DAC Bangalore to ICERT Delhi	1 No. 1 No. 2 Nos.
(As per specifications given at Annexure I)		

The details of tender document are as follows:

1.	Issue of Tender Document	:	20.08.2019
2.	Last date and time of receiving pre-bid vendor clarifications in writing	:	Latest by 27.08.2019
3.	Receipt of Bids	:	Latest by 2.00 pm on 12.09.2019
4.	Technical Bid Opening	:	at 2.30 pm on 13.09.2019
6	Earnest Money Deposit (Refundable)	:	Rs.24,000/-(Rupees Twenty Four Thousand Only) to be paid through e-payment/NEFT/RTGS in favour of Centre for Development of Advanced Computing, and receipt of the same should be submitted along with e-tender documents.

Note: In case of non-submission of EMD the bid will be rejected. If the bidder is exempted from submitting the EMD, the bidder should upload the relevant supporting document (exempting the bidder from submitting the EMD) along with the Technical Bid, without which the bid will be considered invalid and rejected. **The document submitted for claiming exemption of EMD should clearly indicate the appropriate category matching the Item Description.**

The tender document may be downloaded from the website www.eprocure.gov.in

For any Technical Clarification please contact -
Mr. Anoop Kumar Pandey/ 080-28523300 / email: anoop@cdac.in

Manager – Purchase
Phone Nos.080-25093400
Email: mmg-blrpk@cdac.in

Supply, Installation, Commissioning and Maintenance of Internet Link

Request for Proposal (RFP)

Subject: Request for Proposal (RFP) for Supply, Installation, Commissioning and Maintenance of Internet Link of 32 Mbps at C-DAC, Electronics City, Bangalore, 8 Mbps at ICERT Delhi and 8 Mbps Intranet link from C-DAC Bangalore to ICERT Delhi, for 1 year

Centre for Development of Advanced Computing (C-DAC), Bangalore, having its office at No.1, Old Madras Road, Byappanahalli, Bangalore-560 038 is interested in procuring Premium Internet Bandwidth from the **Potential Service Providers**. The service provider will be responsible to supply, install, commission and maintain the connectivity to ensure 99% uptime. The requirement is of **1 no.** of 32 Mbps Internet Leased Line(1:1) for 1 year at CDAC Bangalore, **1 no.** of 8 Mbps Internet Leased line(1:1) for 1 year at ICERT Delhi and **2 nos.** of 8 Mbps P2P Intranet Leased line(1:1) for 1 year from C-DAC Bangalore to ICERT Delhi

1. Scope of Work (Deliverables) :

1.1 Bandwidth:

The bidder should be able to provide uncompressed (1:1) Premium Internet Bandwidth at the NOCs / PoPs of C-DAC Bangalore and ICERT Delhi as follows. **Last mile connectivity should be on fiber only.**

Parameter	Specification
Internet Link	32 Mbps Internet Leased Line – 1:1 at CDAC, Electronics City, Bangalore 8 Mbps Internet Leased line(1:1) for 1 year at ICERT Delhi and 8 Mbps P2P Intranet Leased line(1:1) for 1 year from C-DAC Bangalore to ICERT Delhi (Location to be set up with Router and other CPE equipments)

1.2 Hardware and other deliverables:

The bidder shall provide all the hardware such as modems, converters and any other such hardware required to terminate the leased line at the C-DAC Bangalore and ICERT Delhi NOC. The maintenance and ownership of all such equipments will be with bidder only. C-DAC will provide space for co-locating the hardware.

1.3 Public IP Address

The bidder shall provide 8 usable IPv4 Public IPs at Internet link terminating at C-DAC Bangalore and 8 usable IPv4 Public IPs at Internet link terminating at ICERT Delhi. The bidder shall also provide a block of IPv6 address.

2. Request for Proposal (RFP)

In this context, this is a Request for Proposal (RFP) for selecting an Internet and intranet bandwidth Provider for providing minimum **32Mbps and 8Mbps** from service providers, at C-DAC, Electronics City, Bangalore and ICERT, Delhi.

Before submission of the bid, the bidders may please verify the eligibility criteria as mentioned in Section II; Clause 4 and ensure fulfillment of all the terms and conditions. In the absence of scanned copies of documents / certificates under eligibility criteria, the bid is liable to be rejected.

3. Contact Address:

Manager, Purchase

Centre for Development of Advanced Computing

C-DAC Knowledge Park, No.1, Old Madras Road,
Byappanahalli, Bangalore-560038
Phone Nos.080-25093400

**For any Technical Clarification please contact -
Mr. Anoop Kumar Pandey/ 080-28523300 / email: anoop@cdac.in**

4. Bid Submission:

Bids must be uploaded on e-tender NIC site <https://eprocure.gov.in/eprocure/app> along with the scanned copies of other related documents.

Bidders are advised to go through the instructions provided at “**Instructions for online Bid Submission**” in the tender document and submit duly filled bids online on the website <https://eprocure.gov.in/eprocure/app> as per schedule given in the Tender document.

The bid must be uploaded in two parts as Part-I (Technical Bid): Supply, Installation, Commissioning and Maintenance of Internet Link of 32 Mbps at C-DAC, Electronics City, Bangalore, 8 Mbps at ICERT Delhi and 8 Mbps Intranet link from C-DAC Bangalore to ICERT Delhi, for 1 year and **Part-II (Price Bid)** for Supply, Installation, Commissioning and Maintenance of Internet Link of 32 Mbps at C-DAC, Electronics City, Bangalore, 8 Mbps at ICERT Delhi and 8 Mbps Intranet link from C-DAC Bangalore to ICERT Delhi, for 1 year

4.1 e-Packet No. 1: "Eligibility and Technical Documents" shall contain: (in .pdf format – online)

The Technical offer must be submitted in an organized and structured manner. No brochures/leaflets etc. should be submitted in loose form. The Technical offer should also comprise the following:

- Covering Letter/Tender Acceptance Letter, as per **Annexure – A**.
- Authorization letter issued by the competent authority of bidder authorising the signatory to sign on behalf of the bidder, as per **Annexure – B**.
- Scanned copy of proof of remittance /transaction slip, by NEFT/RTGS in favour of C-DAC, Bangalore towards Earnest Money Deposit (EMD) of Rs.24,000/- (INR TwentyFourThousand Only) (The proof of remittance/transaction slip or supporting documents, exempting the bidder to submit the tender fees, must be uploaded alongwith the other documents on or before the Due Date & Time of the Tender).**The document submitted for claiming exemption of EMD should clearly indicate the appropriate category matching the Item Description.**
 - The offer without the receipt for EMD shall not be considered. The EMD shall bear no interest. **EMD will not be accepted in the form of cash /cheque.**

The account details for remittance are given below:

Name of the Bank	State Bank of India
Branch	Kasturinagar Branch, Bangalore
Account No	54005316791
IFSC Code No	SBIN0010365

- d. A copy of Certificate of Incorporation, Partnership Deed / Memorandum and Articles of Association / any other equivalent document showing date and place of incorporation, as applicable.
- e. A copy of PAN Card.
- f. A copy of GST registration certificate.
- g. All the necessary documents in support of eligibility criteria stipulated in **Section – II, Para-4** (Eligibility Criteria).
- h. Duly filled Technical Bid (covering the details like bill of material, technical specifications, makes and models of the items, applicable quality certificates etc.)

4.2 e-Packet2: “Commercial Bid “shall contain: (in .xls format – online) (Online through <http://eprocure.gov.in>)

Part - II (Price Bid)

- (i) The price bids (BoQ’s) in .xls format shall be uploaded online only. PRICE BID SHOULD NOT BE SUBMITTED IN A SEALED ENVELOPE.
- (ii) The PRICE PART shall contain only schedule of rates duly filled in. NO stipulation, deviation, terms & conditions, presumptions etc. is permissible in price part of the bid. CDAC shall not take any cognizance of any such conditions and may at its discretion reject such price bid.
- (iii) Prices should be given in INR in figures only.
- (iv) Bidders are advised to fill the BOQ file as per following instructions:
 - (a) The bidder has to download the BOQ file along with the tender document and subsequent corrigendum, if any.
 - (b) Bidder to note that there are GREY cells in the BOQ file, which should not be modified by the bidder.
Bidders are advised to fill the WHITE cells meant for the rates which are to be entered by the bidders.
 - (c) Bidders are advised strictly not to alter or change the BOQ format/contents. Bidders are also advised not to paste any image file with BOQ.
 - (d) The Column “Total Amount with Taxes” should be inclusive of GST, freight charges etc.
 - (e) The bidder shall submit the tender online on e-tendering site www.eprocure.gov.in on or before the due date & time of bid submission. Tender submitted by any other form (fax/email/courier/post/hard copy) will not be accepted.
 - (f) Price offered by the bidders shall not appear anywhere in any manner in the Technical bid.

Note:

- (a) If the bid is incomplete and / or non-responsive it will be rejected during technical evaluations. The bidder may not be approached for clarification during the technical evaluation. So bidders are requested to ensure that they provide all necessary details in the submitted bids.
- (b) If any price details are found in the Technical Bid, the offer will be summarily rejected.

C-DAC reserves the right to reject the bid, if any of the above listed document/s is not submitted.

(c) The bid documents must be properly numbered and arranged in sequence.

Date of submission of the Technical bids on-line through <http://eprocure.gov.in/eprocure/app> - addressed to

Last date for submission of e-bids on **12.09.2019 upto 02:00 PM:**

Manager, Purchase

Centre for Development of Advanced Computing
C-DAC Knowledge Park, No.1, Old Madras Road,
Byappanahalli, Bangalore-560038
Phone Nos.080-66116400-03

Opening of Technical Bids:

Technical e-bids will be opened **ON-LINE** on **13.09.2019 at 02:30 PM** at:

Centre for Development of Advanced Computing
C-DAC Knowledge Park, No.1, Old Madras Road,
Byappanahalli, Bangalore-560038
Phone Nos.080-66116400-03

The bids must be submitted on-line and the receipts of the online payment towards Tender fees, EMD etc. must be submitted in person or through post/ courier so as to reach **on or before the due date and time.**

C-DAC shall not be responsible for any postal delays or any other reason for not submitting the receipts of the online payment towards tender fees/ EMD etc. in the specified time and resulting in disqualification / rejection of any bid.

Price bids of short-listed / technically qualified bids would be opened on a later date & time under intimation to all successful bidders. No bidder is required to be present in CDAC office for any E-tender opening process. Bidders can view the status & tender opening statement by logging on to e-procure site of NIC.

In case bidder requires any clarifications / information, they may contact C-DAC address given in Clause 4 of Section I.

Note: Please do not put "Commercial Bid" (prices quoted) in the technical bid envelope. If the price quoted is submitted with technical bid the tender will be rejected at the sole discretion of C-DAC.

In case bidder requires any clarifications / information, they may contact C-DAC address given in Clause 3 of Section I.

5. Please fill your details in the table below. Please note that the maximum permissible lead time for commissioning the link is 30 calendar days.

Company name, Address, Phone details	Total bandwidth sold inside India	Total bandwidth sold outside India	lead time required for commissioning

Please fill up the details about your top 5 customers (ranked in terms of Bandwidth serviced) in India.

Company Name and Address	Contact person	Phone/email	Bandwidth details	Using since (no. of years)

6. GENERAL CONDITIONS:

- a. **“Bidder who is currently providing the 32 Mbps Internet Leased line will NOT be considered for supplying the 32Mbps internet leased line as the new link will be a redundant line and it is preferred to have an alternate service provider to ensure uninterrupted services. For remaining services, any bidder may quote.”**
- b. **ISP will proactively monitor the link and fix the issues without the requirement of an explicit complaint by the end-user.**
- c. The local loop should be on fiber only.
- d. Infrastructure for last Mile: The last mile infrastructure for providing local loop at C-DAC, Electronics City, Bangalore (the exact location inside the building will be decided later) should be at least 100 Mbps Fast Ethernet over Fiber. The interface with C-DAC router should be through UTP cable and bidder should provide OFC to UTP converter.
- e. Complete monitoring and process driven support on 24x7x365 basis to support troubleshooting of any problems. Please provide Toll Free number of the Customer Support Centre.
- f. Bidder must provide Methodology for trouble management, resolution and escalation matrix.
- g. Bidder shall guarantee for Internet uptime of 99%.
- h. The services are required initially for a period of one year and renewable up to three years with price review at the end of each year, depending upon satisfactory services and competitive prices offered by the service provider, subject to the condition that the rates cannot be higher than that of the rates quoted in the tender.
- i. In case any increment in bandwidth is required during the contract period, same will be ordered on prorata basis.
- j. ISP must allow BGP route announcement.

(END OF SECTION I)

SECTION II: INSTRUCTIONS TO BIDDERS (ITB)

1. **Subject: Request for Proposal (RFP) for Supply, Installation, Commissioning and Maintenance of Internet Link of 32 Mbps at C-DAC, Electronics City, Bangalore, 8 Mbps at ICERT Delhi and 8 Mbps Intranet link from C-DAC Bangalore to ICERT Delhi, for 1 year**

2. **Locations for the Supply, Installation, Commissioning and Maintenance of Internet Link** The Leased Lines as described in Schedule of Requirements must be provided, installed, commissioned&maintained at

C-DAC, No.68, Electronics City
Bangalore – 560 100
Ph.No:080-28523300

&

ICERT
Electronics Niketan,
6, CGO Complex, Lodhi Road
New Delhi, Delhi 110003

3. **Order Placements & Payment by**
Centre for Development of Advanced Computing
C-DAC Knowledge Park, No.1, Old Madras Road,
Byappanahalli, Bangalore-560038
Phone Nos.080-25093400

4. **Eligibility Criteria:**
The bidder must have:
 - a. Capability to provide 100 percent backup through alternate route in case of cut/failure of primary line.
 - b. Fully functional customer service in Bangalore which should be operational 24x7x365. Trouble shooting round the clock to ensure uninterrupted service. The bidders should have toll free number to register complaints round the clock. **(Please provide call escalation Matrix)**
 - c. Provide end-to-end connectivity from their gateway to C-DAC PoP
 - d. Be a **Class “A” ISP License holder** having its own last mile connectivity infrastructure. **Please attach a copy of the License.**
 - e. Service Provider must have local peering with other ISPs
 - f. The ISP must have centralized trouble-ticketing tool for call logging, monitoring and troubleshooting purpose and the same should be accessed through local toll free number.
 - g. Service Provider should have its own International Internet Gateway. Or should have connectivity with two International Gateways.
 - h. Provide for price variation of bandwidth on 6 monthly basis.
 - i. **ISP will proactively monitor the link and fix the issues without the requirement of an explicit complaint by the end-user.**

- j. Bidder who is currently providing the 32 Mbps Internet Leased line will NOT be considered for supplying the 32Mbps internet leased line as the new link will be a redundant line and it is preferred to have an alternate service provider to ensure uninterrupted services. For remaining services, any bidder may quote.”**

Before submission of the bid, the bidders may please verify the eligibility criteria and ensure fulfillment of all the terms and conditions. In the absence of scanned copies of documents / certificates under eligibility criteria above, the bid is liable to be rejected.

- 5. Tender Form:** The bidder shall go through the entire document and must comply with all the terms and conditions. A Compliance statement in the form of ‘Complied’ or ‘Not Complied’ shall be given against each item and specification of the tender document. The compliance statements should be supported by authentic documentation. Please note that any deviation from the laid down requirements / specification shall be brought out separately in deviation sheets to be attached with concerned section of the tender. Failure to comply with this requirement may result in the bid being rejected. Each page of the bid and cuttings / corrections shall be duly signed and stamped by the bidder. Failure to comply with this requirement may result in the bid being rejected.
- 6. Offer Validity:** Offers should be valid for minimum Ninety (90) days from the date of opening of the Technical Bid. A bid, valid for a shorter period, is liable to be rejected. C-DAC Bangalore may ask the bidders to extend the period of validity, if required.
- 7. Price Variation:** The selected bidder has to hold the price for duration of one year from the date of commencement of the service. During this period if the bidder supplies similar service to any other organization in India at a rate lower than that supplied to C-DAC, the price difference will be passed on to C-DAC. Also if, internationally / globally the Internet Bandwidth prices come down, the bidder has to pass on the benefits to C-DAC.
- 8. Delivery and Time Schedule:** This is a time bound and high priority project. It must be understood that the bidder has made the proposal after fully considering all such factors, which may have any bearing on the time schedule. The time schedule for completion of work will be less than 30 days from the date of placement of work order. Bidder will have to arrange for the insurance of the equipments installed at C-DAC and other customer premises for commissioning of the services.
- 7. Earnest Money Deposit (EMD):**
The bidder must submit the Earnest Money Deposit (EMD) of Rs. 24,000/- (Rupees Twenty Four Thousand Only) to be paid through e-payment/NEFT/RTGS in favour of Centre for Development of Advanced Computing, Bengaluru and proof of remittance of the same should be submitted along with e-tender documents. **The bidder must indicate the tender reference no. while making the remittance.**

The bidders registered with National Small Industries Corporation (NSIC) may claim exemption from payment of EMD. In this case, the bidder must submit the copy of valid NSIC certificate along with the technical bid.

Earnest Money is liable to be forfeited and bid is liable to be rejected, if the bidder withdraw or amends, impairs or derogates from the tender in any respect within the validity period of the tender or fails to complete the supply and installations at the site/s.

The Earnest Money of all unsuccessful bidders shall be returned as early as possible within the Bid Validity period but not before 30 days from the date of Purchase Order. No interest will be payable by C-DAC on the Earnest Money Deposit. The Earnest Money of successful bidder shall be returned after successful completion of entire work and submission of installation report, duly signed by the engineer-at-site.

8. Evaluation of Bids

- a. The technical bids will be evaluated in two steps.
- b. The bids will be examined based on eligibility criteria stipulated at Clause 4 of Section – II to shortlist the eligible bidders. The initial evaluation will focus on degree of fit to requirements. The evaluation may include demonstrations of the bandwidth, reference calls, and site visits to selected customers with comparable configurations. C-DAC Bangalore reserves the right to reject any or all proposals, at its sole discretion without assigning any reason whatsoever. The technical bids of only the short listed eligible bidders shall be evaluated based on technical requirements stipulated in the RFP.
- c. The bid(s) of those bidder(s) who do not have adequate facilities and capabilities or their own last mile connectivity to provide comprehensive maintenance support during the contract period shall be summarily rejected. No third party arrangement for the last mile or local loop will be accepted.
- d. The bidder must submit, the detailed schematics/network diagrams explaining the proposed implementation scheme of the project along with their technical proposal. The proposal should clearly bring out the Bill of Material (BOM) required to complete the project. Non-submission of detailed schematics/network diagram along with the technical bid would result straight disqualification of the bid.
- e. Providing last mile connectivity to the C-DAC Bangalore premises will be the responsibility of bidder. All the hardware such as mux, modems /converters / etc. should be provided by the bidder. These hardware will be property of the bidder and bidder will be responsible for the maintenance and upkeep of these hardware.
- f. During evaluation of the Bids, CDAC at its discretion may ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the Bid shall be sought, offered or permitted. If required CDAC may invite the Bidders for technical presentation on the solution offered. During the process of evaluation of bids, if any discrepancies are observed in the bid submitted, the bidders will be given an opportunity to clarify on same.
- g. If in the view of bidder, any change in quantity, make or model is required or any additional items are required, for clearing the said discrepancy, the bidder has to arrange for said change and/or addition of material without any increase in the prices quoted.

- h. If the information provided by the bidder is found to be incorrect/misleading at any stage/time during the Tendering Process, C-DAC reserves the right to reject all such incomplete bids.

9. Opening of Commercial Bids:

- a. The bidders whose technical bid is found to meet both the requirements as specified above will qualify for opening of the commercial bid and will be informed about the date and time of the opening of the commercial bid.
- b. The commercial bids will be opened on-line.No bidder is required to be present in CDAC office for any E-tender opening process. Bidders can view the status & tender opening statement by logging on to e-procure site of NIC.
- c. The price for the tendered item along with the maintenance support for one year shall be considered for computing L1.

10. Award of Contract

- a. C-DAC shall award the contract to the eligible bidder whose technical bid has been accepted and determined as the lowest evaluated commercial bid. However, C-DAC reserves the right and has sole discretion to reject the lowest evaluated bid.
- b. If more than one bidder happens to quote the same lowest price, C-DAC reserves the right to decide the criteria and further process for awarding the contract, decision of C-DAC shall be final for awarding the contract.

11. Installation and Acceptance:

The bandwidth must be supplied in full as per ordered specifications. Testing and acceptance will be done at C-DAC, Byappanahalli, Bangalore. C-DAC Bangalore reserves the right to reject the order if it is not conforming to the approved specifications. No payment will be made for the rejected items. Any delay in delivery and installation will result in the bidder being liable for damages @ 0.5% of the contract value per day subject to maximum of 10% of the total contract value. In case the delay in installation and testing is inordinately delayed i.e. more than 30 days beyond the stipulated time, C-DAC Bangalore reserves the right to reject the work order which shall be binding on the bidder.

11.1 Acceptance Criteria

- a. Commissioning / testing of link with configuration of necessary hardware
- b. Run full bandwidth utilization tool for 24Hrs like WAN killer
- c. Show the redundancy /failover path
- d. Demonstrate the Web based BW usage like MRTG
- e. Demo of upload and download of file of ~1GB size to check performance
- f. Measurement of all the parameters specified in SLA
- g. Provide network diagram of connectivity from commissioned premises to International gateway showing redundancy paths.
- h. Demonstrate the method of call logging.

11.2 Testing Time: The services will be kept under testing for period of 7 days from the date of commissioning. No billing shall be raised for the testing period. Billing will start only after

the acceptance of the services by the C-DAC Bangalore ISP in charge. C-DAC reserves the right to reject the services in case of failure during the testing period.

12. C-DAC's Right to amend / cancel

- a. C-DAC reserves the right to amend the eligibility criteria, commercial terms & conditions, Scope of Supply, Quantities, technical specifications etc.
- b. C-DAC reserves the right to cancel the entire tender at any stage without assigning any reasons thereof.

13. Corrupt or Fraudulent Practices

- a. It is expected that the bidders who wish to bid for this project have highest standards of ethics.
- b. C-DAC will reject bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract;
- c. C-DAC may declare a vendor ineligible, either indefinitely or for a stated duration, to be awarded a contract if it at any time determines that the vendor has engaged in corrupt and fraudulent practices during the award / execution of contract.

14. Interpretation of the clauses in the Tender Document / Contract Document

In case of any ambiguity/ dispute in the interpretation of any of the clauses in this Tender Document, the interpretation of the clauses by Centre Head, C-DAC, Bangalore shall be final and binding on all parties.

15. General Instructions:

- a. If any equipment of part thereof is lost or rendered defective during transit, the supplier shall immediately arrange for the supply of the equipment of part thereof, as the case may be, at no extra cost.
- b. C-DAC, Bangalore reserves the right to accept / reject / split the offers or cancel the whole tender proceedings without assigning any reason whatsoever. Offers through Email / Fax, etc. and open offers shall not be accepted. Late / Delayed offers shall not be accepted under any circumstances. Incomplete offers will be rejected. In case the specified date for the submission of offers being a holiday or declared holiday for CDAC, the bid-closing deadline shall stand extended to the next working day up to the same time.
- c. C-DAC shall not be responsible for delayed submission or non- submission of bid due to any reasons whatsoever. The bidders are requested to submit the bid online much before date & time of submission, failing which CDAC shall not be responsible for any such technical problem.
- d. E-tender bidders are requested to note that all communication will be made through procurement portal only. CDAC reserve the right not to take cognizance of the communication made outside procurement portal.

- e. Any attempt of direct or indirect negotiations on the part of the bidder with the authority to whom he has submitted the tender or authority who is competent to finally accept / reject the same after he has submitted his tender or any endeavor to secure any interest for an actual or prospective bidder or to influence by any means the acceptance of a particular tender will render the tender liable to be rejected.
- f. **Unsatisfactory Performance:** The Parties herein agree that C-DAC, Bangalore shall have the sole and discretionary right to assess the performance(s) of the Bidder components(s), either primary and or final, and C-DAC, Bangalore without any liability whatsoever, either direct or indirect, may reject the system(s) component(s) provided by the Bidder, in part or in its entirety, without any explanation to the Bidder, either during the pre and or post test period should the same be unsatisfactory and not to the acceptance of C-DAC, Bangalore. The Bidder covenants to be bound by the decision of C-DAC, Bangalore without any demur in such an eventuality.
- g. **Disclaimer:** This Tender / Request for Proposal (RFP) is not an offer by C-DAC, Bangalore, but an invitation for bidder's response. No contractual obligation whatsoever shall arise from the RFP process.

16. Confidentiality of Information

This RFP contains confidential and proprietary information. Its reproduction by photographic, electronic or other means is permitted only for the purpose of preparing a response.

All information regarding this RFP and the current operations, capabilities, products, and clients of C-DAC Bangalore and its affiliates, which the bidder may learn as a result of preparation of a response to this RFP, or in the course of any ultimate contract negotiations, is proprietary and confidential information.

17. Liabilities of C-DAC Bangalore

This RFP is not an offer by C-DAC Bangalore, but an invitation for Bidder responses. No contractual obligation on behalf of C-DAC Bangalore whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of C-DAC Bangalore and the Bidder(s).

18. Proposal Process Management

C-DAC Bangalore reserves the right to accept or reject any and all proposals, to revise the RFP, to request one or more re-submissions or clarifications from one or more Bidders, or to cancel the process in part or whole. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP and subsequent presentations, demonstrations trials, testing and contract negotiation processes.

19. Date of Bid Expiry

Proposals must be valid for a minimum of 90 days from the closing date of the tender. Responses must clearly state the validity of the bid and its explicit expiry date.

20. Confidentiality

This document contains information confidential and proprietary to C-DAC Bangalore. Additionally, the Bidder will be exposed by virtue of the contracted activities to internal business information of C-DAC Bangalore, affiliates, and/or business partners. Disclosure of receipt of any part of the afore mentioned information to parties not directly involved in providing the services requested could result in the disqualification of the Bidder, pre-mature termination of the contract and/or legal action against the Bidder for breach of trust. No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent from C-DAC Bangalore. Reproduction of this RFP, without prior written consent of C-DAC Bangalore, by photographic, electronic, or other means is prohibited.

21. Bidder Utilization of know-how and Personnel for Competitors

C-DAC Bangalore prohibits the Bidder from using its personnel and any information or know-how gained in this contract, if awarded, for another organization whose business activities are similar in part or in whole to any of those of C-DAC Bangalore anywhere in the country without prior written consent of C-DAC Bangalore . Any such activity shall be deemed illegal and will lead to termination of the contract and blacklisting of the bidder.

22. In the event of the bidder's company or the concerned division of the company being taken over/ bought over by another company, all the obligations under the agreement with C-DAC Bangalore should be passed on for compliance to the new company in the negotiations for their transfer.

23. In addition to the information desired in the terms and conditions as well as in technical bid, the bidder may provide any other information / description like features, performance figures specified/ indicated along with supporting documents / calculations.

24. C-DAC Bangalore reserves the right to increase or decrease the bandwidth depends upon the requirement, with 15 days' notice to the selected service provider on pro-rata basis.

1) Declaration:

The bidder would be required to give a certificate as below in his commercial bid.

“I/WE UNDERSTAND THAT THE SCOPE OF WORK SPECIFIED ABOVE IS SUBJECT TO CHANGE. I/WE AGREE THAT IN CASE OF ANY CHANGE IN THE SCOPE OF WORK REQUIRED, I/ WE WOULD BE PROVIDING THE SERVICES AT THE RATES AS SPECIFIED IN THIS PRICE BID. I/WE AGREE TO ADHERE TO THE PRICES GIVEN ABOVE EVEN IF THE QUANTITIES UNDERGO A CHANGE”.

(END OF SECTION II)

SECTION III: SPECIAL CONDITIONS OF CONTRACT (SCC)

1. Price

- 1.1** The price quoted shall be considered firm and no price escalation will be permitted (except Govt. Statutory Levies).
- 1.2** The prices quoted must be on “all inclusive till destination” F.O.R. basis
- 1.3** Bidder must indicate applicable GST separately for each item. The bidder should exercise utmost care to quote the correct percentage of applicable GST on each item
- 1.4** In case due to any error/ oversight, the GST rate quoted by the bidder is different than the actual rate as per the tariff, the bidder will not be permitted to rectify the error/oversight. The orders/ contract will be placed with the rate quoted by the bidder or actual tariff rate (as on placement of order), whichever is LOWER. The difference amount payable, if any, between the quoted rate and actual tariff rate shall be borne by the bidder
- 1.5** Notwithstanding the para 1.2 and 1.4 mentioned above, if the GST is not quoted separately and the bid is silent whether GST is included or excluded in price, then for the purpose of evaluation of bids, the prices shall be taken as including GST. In this case, the GST applicable, if any will be borne by the bidder/contractor.
- 1.6** The prices quoted must be including of packing, forwarding, insurance, loading/un-loading charges, customs clearing charges (if applicable) and all incidental charges till destination.
- 1.7** The exact rate of taxes, charges with the HSN Code currently applicable must be mentioned in the `commercial bid format`. The statutory taxes and duties applicable at the time of supply of material shall be applicable.
- 1.8** C-DAC, being R&D Organisation is eligible for Concessional rate of GST @ 5% as per GST Notification nos. 45/2017 –Central Tax (Rate) - Integrated Tax (Rate) dated 14.11.2017) / 47/2017- Integrated Tax (Rate) dated 14.11.2017 whichever applicable. Necessary GST exemption certificate to this effect shall be provided at the time of releasing purchase order. **Bidders may check the applicability of this notification for the present requirement and quote accordingly.**
- 1.9** The responsibility, cost and risk of the consignment shall rest with the bidder till receipt of goods is acknowledged.

2. Payments :

Payment shall be made on quarterly basis within 15 working days from the date of receipt of the invoice. Invoice should be raised at the end of the quarter and shall be accompanied by satisfactory services report from the C-DAC Bangalore ISP in- charge.

A pre-receipted bill shall be submitted (Two copies) in the name of C-DAC Bangalore mentioning the Work Order No. and quarter details. Any penalty pertaining to the services or quality of services will be applicable as per clause 3 of this Section.

TDS@ 2% on the GST will be deducted at source on all supplies, services for value above Rs.2.50 lacs. TDS Certificate to this effect will be issued by C-DAC in all such cases.

3. Warranty and Service Availability Penalty Clause:

a. The bidder is supposed to provide the smooth Internet and Intranet linkage. The bidder must sign Service Level Agreement (SLA) to provide the minimum service availability of 99%. The uptime of the link shall be computed on monthly basis.

b. SLA agreement shall be on following parameter

- Provide Monthly Usage Reports
- 128 or more Public IPs with reverse FQDN mapping support and indicate time duration required for the same
- Internet & Intranet Bandwidth upgradable to higher capacity at any time
- **Packet loss:** less than 1 percent at 70% load of the contracted bandwidth
- **Latency:** Between 325-350msec; Throughput guarantee 99% including last mile.
- **Creditable outage:** In case, if link is down for more than two hours continuously, even if it is within 99% uptime, penalty of amount equivalent to one day of the services will be deducted from the bills. For any downtime, every cumulative two hours of downtime in a day will be calculated as one day downtime and the deduction in the payment will be made accordingly. Downtime will be considered from the time link is down, not from the launching of the complaint. However, the total downtime shall not extend 2 days/ 48 hours in a quarter, beyond which C-DAC reserves the right to review and terminate the service.
- **Network Availability:** to provide 99% uptime
- Provide Monthly Usage Reports
- 128 or more Public IPs with reverse FQDN mapping support and indicate time duration required for the same
- Option for redundancy or failover link
- Providing Security from unknown/unregistered IPs/domains.

c. If Quality of Service (QoS) as specified is not provided for any duration of time, the link shall be deemed to be down for such duration and penalty shall be imposed as per clause 14(b).

4. Operational Periods:

- a. The ISP will be responsible for the comprehensive maintenance during the operational period after the acceptance of installation & testing of hardware. ISP is responsible for hardware supplied by him.
- b. The ISP will do preventive maintenance once a quarter for upkeep of the Systems running. The schedule will have to be adhered to strictly by him.

- c. The response time for attending the faults will be four hours after they are reported to the ISP. The ISP will rectify the faults within 24 hours failing which; the ISP will arrange temporary replacements. The services shall be provided 24 hours & 7 days in a week.
- d. Bidders who are currently providing the said service will not be considered as the service for a redundant line and it is preferred to have an alternate service provider to ensure uninterrupted services.

5. Termination Clause

Either party i.e. C-DAC Bangalore or bidder can terminate the service agreement by giving threemonth's notice in advance to other party. In case, the bidder stops service without any information, C-DAC Bangalore has the right to encash the bank guarantee.

6. Monitoring Tool

The bidder shall provide web based monitoring tools, which should provide measurements of latency, packet drop, and availability of subject capacity from carriers point and beyond.

7. Jurisdiction:

The disputes, legal matters, court matters, if any shall be subject to Bangalore jurisdiction only.

8. Force Majeure:

C-DAC may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that, the delay in performance or other failure to perform its obligations under the contract is the result of an Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states / state agencies, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises or any other act beyond control of the bidder.

9. Arbitration:

Except where otherwise provided for in the contract, all questions and disputes relating to interpretation and application of the provisions of the contract shall be settled mutually within thirty (30 only) days (or such longer period as may be mutually agreed upon). In the event of any dispute or difference between the Parties in respect of any matter relating to or arising out of this Agreement, they shall endeavour to negotiate a mutually satisfactory solution. If solution cannot be reached within a reasonable time, the said dispute or difference shall be referred to a sole arbitrator to be appointed by the Centre Head of C-DAC, Bangalore Centre, Bangalore. The arbitration proceedings shall take place in Bangalore and be conducted in English language and governed by the provisions of the Arbitration and Conciliation Act, 1996.”

10. Indemnity:

Selected bidder shall save, indemnify and hold harmless C-DAC from any third party Govt. Claims, losses penalties, if any, arising in connection with this Contract.

11. Assignment:

Selected bidder/ Party shall not assign, delegate or otherwise deal with any of its rights or obligation under this Contract without prior written permission of C-DAC.

12. Severability:

If any provision of this Contract is determined to be invalid or unenforceable, it will be deemed to be modified to the minimum extent necessary to be valid and enforceable. If it cannot be so modified, it will be deleted and the deletion will not affect the validity or enforceability of any other provision

(END OF SECTION III)

Section – IV: Schedule of Requirements

Annexure – I

**1) Technical Specifications for 32 Mbps Internet Leased Line at CDAC Bangalore
(Quantity 1 No)**

S. No	Description	Required Specifications	Compliance Yes/No	Remarks
1	Bandwidth	32 Mbps 1:1 Premium Bandwidth		
2	Duration	1 year, renewable for another 2 years		
3	Uptime	99%		
4	Packet Loss	<1%		
5	Latency	Max 325-350msec		
6	IPv4	8 Usable Public IPs		
7	IPv6	Required		
8	Additional Equipment	Router/CPE equipment may be provided.		
9	Testing Time	1 week from date of commissioning (bill not to be raised)		
10	Support	24*7*365 – Customer Care Escalation no. to be provided		
11	Location	C-DAC, Electronics City, Bangalore		
12	Redundancy	This link is being established to have better operational redundancy for our existing 32 Mbps leased line connection from M/s Reliance Jio Infocomm Ltd. and to avoid single point of failure, the connectivity is sought from a different ISP.		

2) Technical Specifications for Internet Leased Line at New Delhi(Quantity 1 No)

S.No	Description	Required Specifications	Compliance Yes/No	Remarks
1	Bandwidth	8 Mbps 1:1 Premium Bandwidth		
2	Duration	1 year, renewable for another 2 years		
3	Uptime	99%		
4	Packet Loss	<1%		
5	Latency	Max 325-350msec		
6	IPv4	8 Usable Public IPs		
7	IPv6	Required		
8	Additional Equipment	Router/CPE equipment may be provided.		
9	Testing Time	1 week from date of commissioning (bill not to be raised)		
10	Support	24*7*365 – Customer Care Escalation no. to be provided		
11	Location	ICERT, Electronics Niketan, Lodhi Road, New Delhi		

3) Technical Specifications for P2P Intranet Leased Line(Quantity 2 Nos)

S. No	Description	Required Specifications	Compliance Yes/No	Remarks
1	Bandwidth	8 Mbps 1:1 Premium Bandwidth		
2	Duration	1 year, renewable for another 2 years		
3	Uptime	99%		
4	Packet Loss	<1%		
5	Additional Equipment	Router/CPE equipment may be provided.		
6	Testing Time	1 week from date of commissioning (bill not to be raised)		
7	Support	24*7*365 – Customer Care Escalation no. to be provided		
8	Location	From C-DAC, Electronics City, Bangalore to ICERT, Electronics Niketan, Lodhi Road, New Delhi		
9	Redundancy	To have better operational redundancy for P2P Intranet links and to avoid single point of failure, the connectivity is sought from two different ISPs for having redundancy. The first order would be given to the L1 bidder. The L2 bidder (different ISP) will be then provided with an opportunity to match the L1 price and commission the second P2P Intranet link. In case he disagrees then the L3 bidder can provide the link (matching the L1 price) and so on. Bidders to match the prices of L1 bidder for this item.		

Note: This proforma should be filled in for each item of Technical Schedule and submitted along with the bid without fail. Bidder who is currently providing the 32 Mbps Internet Leased line will NOT be considered for supplying the 32Mbps internet leased line as the new link will be a redundant line and it is preferred to have an alternate service provider to ensure uninterrupted services. For remaining services, any bidder may quote."

(Signature and seal of the bidder)
Dated _____ 2019

Annexure-II**PRICE SCHEDULE FOR THE SUPPLY OF PREMIUM INTERNET BANDWIDTH****Price quoted should be on a net basis for a bandwidth in steps of**

- Total Aggregate internet Bandwidth of 32 Mbps and 8 Mbps to be installed.
- Total Aggregate intranet Bandwidth of 8 Mbps to be installed
- The net price offered should include end-to-end connectivity i.e. last mile connectivity upto C-DAC Bangalore's and ICERT Delhi NOC. It should include all the charges for Bandwidth, hardware, installation, converters, local loop, and any other charges.

Time Schedule: Testing time 7 days from the date of commissioning of the link.

Increase in Bandwidth: Within a notice of 15 days

Validity:90 days from the date of opening of Price Bid

Price for Internet Link

S.No.	Parameter	Annual Bandwidth charges	Qty	Rate	Value	GST with HSN Code	Any other charges	Total
01	Internet Link	32 Mbps Internet Leased Line – 1:1 at CDAC, Electronics City, Bangalore	01					
02		8 Mbps Internet Leased line(1:1) for 1 year at ICERT Delhi	01					
03		8 Mbps P2P Intranet Leased line(1:1) for 1 year from C-DAC Bangalore to ICERT Delhi	02					

Note: Commercial bids must be offered in the format as in the BOQ.

- It is hereby confirmed that we have understood the terms and conditions of the tender and have thoroughly examined specifications and are thoroughly aware of the nature of bandwidth required and our offer is to supply bandwidth strictly in accordance with the requirement and terms and conditions of the tender. We agree to abide by the terms and conditions of the tender if the contract is awarded to us.
- We hereby offer to supply the bandwidth/services/goods detailed above or such portion thereof as you specify in the purchase order at the price quoted and agree to hold this offer open for acceptance for a period of 120 days from the date of opening of price bid.

Authorized Signatory:
Name and Title of Signatory:
e-mail:

Annexure III

GENERAL PARTICULARS OF THE BIDDER

1.	Name of Organization /firm/company	
2.	Year of establishment	
3.	Are you a Manufacturer or authorized dealer / distributor / agent of the manufacturer? Please state the status.	
4.	If authorized dealer / distributor / agent of the manufacturer mention the details of manufacturer with full address and contact details.	
5.	Address & Telephone Numbers	
6.	Status of the firm (Company/ Firm/ Proprietary) enclose the supporting document	
7.	Whether registered with the registrar of companies /registrar of firms. If so, mention number and date.	
8.	a) Name & Mobile Numbers of Directors / Partners / Proprietor	i) ii) iii)
9.	Whether registered for sales tax purposes. If so, mention number and date. Mention GST No. and enclose the relevant copies.	
10.	Whether an assessee of income tax. If so, mention permanent account number. Furnish copy of PAN	
11.	State Annual turnover of the company for the last three financial year.	
12.	Status and details of disputes/ litigation/ arbitration, if any.	i) ii) iii)

Tender No.:CDACB/RD19/0037

Annexure – A: Covering / Tender Acceptance Letter

Date:

To:

The Centre Head,
Centre for Development of Advanced Computing(C-DAC)
Bengaluru.

Subject: Submission of the bid for Supply, Installation, Commissioning and Maintenance of Internet Link of 32 Mbps at C-DAC, Electronics City, Bangalore, 8 Mbps at ICERT Delhi and 8 Mbps Intranet link from C-DAC Bangalore to ICERT Delhi, for 1 year

Dear Sir,

- 1) We, the undersigned, offer to Supply, Install, Commission and Maintain the Internet Link of 32 Mbps at C-DAC, Electronics City, Bangalore, 8 Mbps at ICERT Delhi and 8 Mbps Intranet link from C-DAC Bangalore to ICERT Delhi, for 1 year to C-DAC in response to your RFP.No.CDACB/RD19/0037 dtd. 20.08.2019. We are hereby submitting our proposal for same, which includes this Technical bid and the Financial Bid on www.eprocure.gov.in/eprocure/app.
- 2) I / We hereby certify that I / We have read the entire terms and conditions of the tender documents from Page No.1 to 26 (including all documents like annexure(s), schedules (s), etc.), which form part of the contract agreement and I /We shall abide hereby by the terms / conditions/ clauses contained therein.
- 3) I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site namely www.eprocure.gov.in etc; as per your NIT / advertisement, given in the above-mentioned website(s).
- 4) The corrigendum(s) issued from time to time by your department / organization too has also been taken into consideration, while submitting this acceptance letter.
- 5) We hereby declare that all the information and statements made in this Technical bid are true and we accept that any misinterpretation contained in it, may lead to our disqualification.
- 6) We undertake, if our proposal is accepted, to initiate the Implementation activities towards supply of material and services, as stipulated in the referred RFP.
- 7) We would hold the terms of our bid valid for **90 days** as stipulated in the RFP document.
- 8) I /We do hereby declare that our firm has not been blacklisted / debarred by any Govt. Department / Public sector undertaking.
- 9) I /We certify that all information furnished by our firm is true & correct and in the event that the information is found to be incorrect / untrue or found violated, then your department/ organization shall without giving any notice or reason thereof or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy.
- 10) We understand you are not bound to accept any Proposal you receive.
- 11) The undersigned is authorized to sign this bid document. The authority letter to this effect is enclosed.

Yours sincerely,

Authorized Signatory:

Name and Title of Signatory:

e-mail:

Mobile No:

Annexure – B: Authority Letter

Date:

To:
The Centre Head,
Centre for Development of Advanced Computing
Bengaluru.

Subject: Authority Letter

Reference: RFP Document No.CDACB/RD19/0037dated 20.08.2019

Dear Sir,

We, M/s _____ (Name of the bidder) having registered office at _____ (address of the bidder) herewith submit our bid against the said RFP document.

Mr./Ms. _____ (Name and designation of the signatory), whose signature is appended below, is authorized to sign and submit the bid documents on our behalf against said RFP

Specimen Signature:

The undersigned is authorized to issue such authorization on behalf of us.
For M/s _____ (Name of the bidder)

Signature and company seal

Name

Designation

Email

Mobile No.

INSTRUCTIONS FOR ONLINE BID SUBMISSION

Instruction for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION:

- Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (url: <https://eprocure.gov.in/eprocure/app>) by clicking on the link 'Click here to Enrol'. Enrolment on the CPP Portal is free of charge.
- As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile.
- Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others, which may lead to misuse.
- Bidder then logs into the site through the secured login by entering their userID / password and the password of the DSC / eToken.

SEARCHING FOR TENDER DOCUMENTS:

- There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / E-mail in case there is any corrigendum issued to the tender document.
- The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

Tender No.:CDACB/RD19/0037

PREPARATION OF BIDS:

- Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100dpi with black and white option.
- To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use 'My Space' area available to them to upload such documents. These documents may be directly submitted from the 'My Space' area while submitting a bid, and need not be uploaded repeatedly. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS:

- Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- Bidder has to select the payment option as 'offline' to pay the EMD as applicable and enter details of the instrument(s).
- Financial bids to be submitted in **PDF format**.
- The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission,
- All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bid encryption technology. Data storage encryption of sensitive fields is done.
- The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- Upon the successful and timely submission of bids, the portal will give a successful bid submission message and a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

ASSISTANCE TO BIDDERS:

Tender No.:CDACB/RD19/0037

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the Tender.
- Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24*7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

GENERAL INSTRUCTIONS TO THE BIDDERS:

- The tenders will be received online through portal <https://eprocure.gov.in/eprocure/app> . In the Technical Bids, the bidders are required to upload all the documents in .pdf format.
- Possession of Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/ e-Token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app> . Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link 'Information about DSC'. Tenderers are advised to follow the instructions provided in the 'Instructions to the Tenderers for the e-Submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app> .